

Interim Police Complaints Information Bulletin: Surrey

Reporting Period: 01 April 2023 - 30 September 2023 (Q2 2023/24)

Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Surrey, Thames Valley

About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable) and with the overall result for all forces (national).

Due to technical problems at a force they have been unable to supply data for this bulletin. Therefore the National figures do not include data on matters received or completed by this force in Q2 of 2023/24 (1 July to 30 September 2023). This will also effect some Most Similar Force group averages.

Contents

Page 1 Section A1.1: Complaint cases logged and initial handling

Page 2 Section A1.2: Allegations logged – what has been complained about

Page 3 Section A1.3: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Page 4 Section A1.4: Allegations logged – what has been complained about (category) and the situational context of allegations (factors)

Page 5 Section A2: Allegations timeliness

Page 6 Section A3.1: How allegations were finalised and their decisions

Page 7 Section A3.2: Allegation decisions by what was complained about (category)

Page 8 Section B: Referrals

Page 9 Section C1: Reviews received and Section C2 Reviews timeliness

Page 10 Section C3: Decisions on LPB reviews

Page 11 Section C4: Decisions on IOPC reviews

Page 12 Section D1.1: Complaint cases timeliness outside of Schedule 3

Page 13 Section D1.2: Complaint cases timeliness under Schedule 3

Page 14 Section D2.1: Allegation actions – on complaint cases handled outside of Schedule 3

Page 15 Section D2.2: Allegation actions – on complaint cases handled under Schedule 3

Page 16 Notes

Acronyms used in this bulletin

Force – Year to date force numbers, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002, **Inc.** – Including

Ind – independent Investigation, **Nat.** – National, **No.** – Number, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

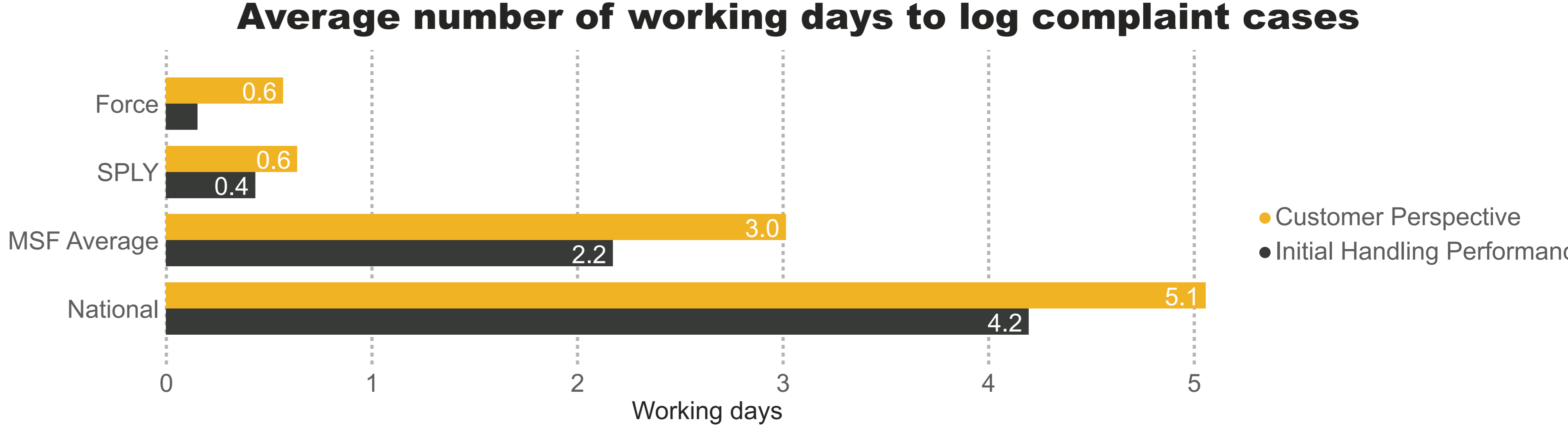
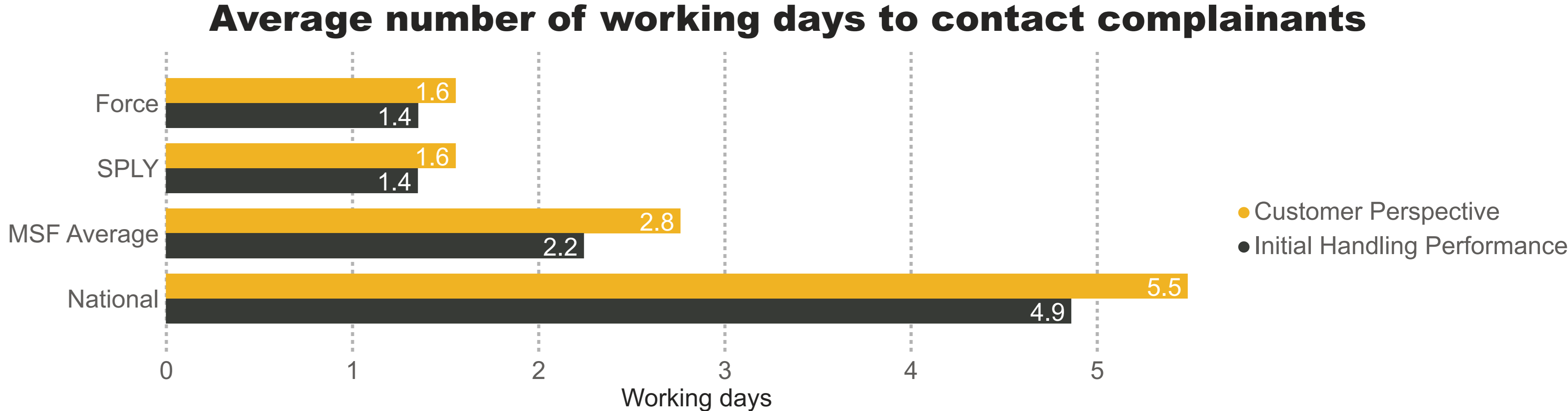
Section A1.1: Complaint cases logged and initial handling

This section presents information relating to the force’s contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer’s perspective from when they made the complaint and the force’s performance of the initial handling from when it received the complaint.

Complaint cases with ‘invalid dates’ have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for explanations of customer perspective, initial handling and invalid dates.

Average number of working days to contact complainants	Customer perspective	Initial handling performance
Force	2	1
SPLY	2	1
MSF Average	3	2
National	5	5

Average number of working days to log complaint cases	Customer perspective	Initial handling performance
Force	1	0
SPLY	1	0
MSF Average	3	2
National	5	4



Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	1,102	1,128	1,071	41,812
Complaint cases logged per 1,000 employees	254	262	229	165

Reasons complaint cases are recorded under Schedule 3 of the PRA 2002

The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	22	7 %	22	7 %	108	32 %	6,676	43 %
Complainant wishes the complaint be recorded	158	52 %	164	55 %	191	36 %	3,330	21 %
Dissatisfaction after initial handling	93	31 %	88	30 %	60	17 %	2,203	14 %
Nature of the allegation(s) in the complaint	29	10 %	24	8 %	39	15 %	3,474	22 %

Section A1.2: Allegations logged - what has been complained about

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged.

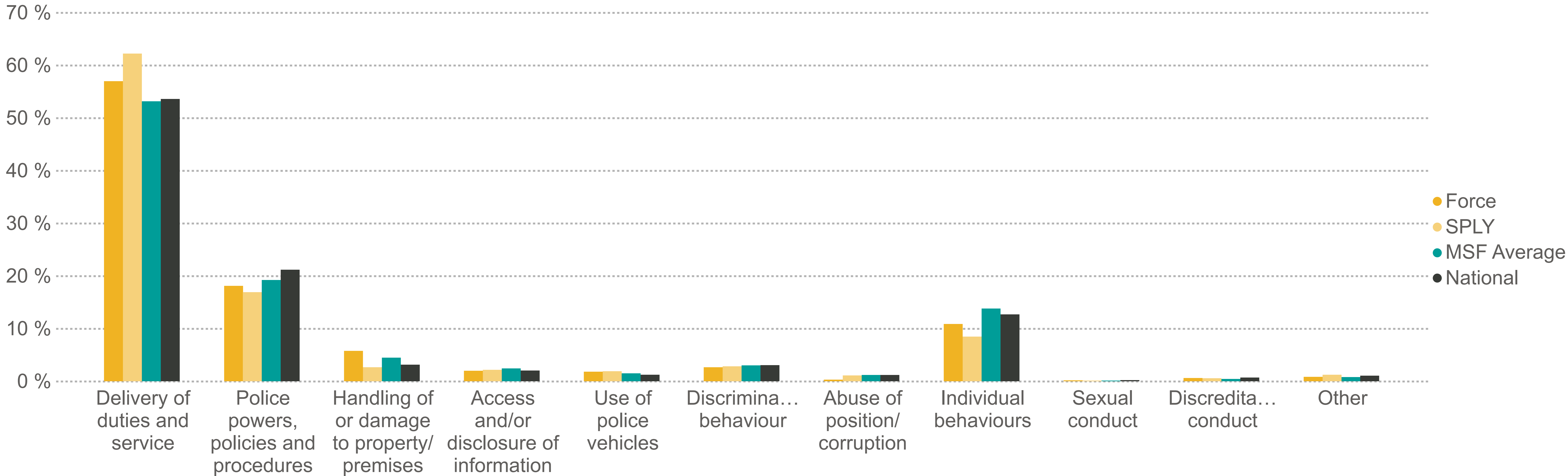
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	1,930	1,818	1,628	72,644
Allegations logged per 1,000 employees	444	422	360	287

What has been complained about

	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,099	349	111	38	35	51	6	210	3	12	16	1,930
SPLY	1,131	307	48	39	34	51	20	154	2	10	22	1,818
MSF Average	902	308	71	38	24	47	17	199	2	7	15	1,628
National	38,931	15,371	2,264	1,478	878	2,213	862	9,210	149	513	774	72,643
Force	57 %	18 %	6 %	2 %	2 %	3 %	0 %	11 %	0 %	1 %	1 %	100 %
SPLY	62 %	17 %	3 %	2 %	2 %	3 %	1 %	8 %	0 %	1 %	1 %	100 %
MSF Average	53 %	19 %	4 %	2 %	1 %	3 %	1 %	14 %	0 %	0 %	1 %	100 %
National	54 %	21 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %



Section A1.3: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Category	Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	Total	1,099	57 %	1,131	62 %	902	53 %	38,927	54 %	
	Police action following contact	87	8 %	91	8 %	260	34 %	17,049	44 %	
	Decisions	58	5 %	67	6 %	120	16 %	5,098	13 %	
	General level of service	887	81 %	930	82 %	465	42 %	12,962	33 %	
	Information	67	6 %	43	4 %	57	7 %	3,818	10 %	
Police powers, policies and procedures	Total	349	18 %	307	17 %	308	19 %	15,371	21 %	
	Stops, and stop and search	12	3 %	21	7 %	14	5 %	842	5 %	
	Searches of premises and seizure of property	54	15 %	50	16 %	35	12 %	1,841	12 %	
	Power to arrest and detain	95	27 %	86	28 %	61	20 %	2,537	17 %	
	Detention in police custody	36	10 %	19	6 %	29	10 %	2,109	14 %	
	Bail, identification and interview procedures	22	6 %	12	4 %	22	8 %	707	5 %	
	Use of force	87	25 %	78	25 %	79	25 %	4,209	27 %	
	Evidential procedures	9	3 %	4	1 %	19	6 %	1,116	7 %	
	Out of court disposals	4	1 %	0	0 %	5	2 %	258	2 %	
	Other policies and procedures	30	9 %	37	12 %	43	13 %	1,752	11 %	
	Handling of or damage to property/ premises	Total	111	6 %	48	3 %	66	4 %	2,177	3 %
		Handling of or damage to property/ premises	111	100 %	48	100 %	66	87 %	2,177	96 %
	Discriminatory behaviour	Total	51	3 %	51	3 %	47	3 %	2,213	3 %
		Age	2	4 %	0	0 %	2	3 %	41	2 %
Disability		11	22 %	11	22 %	8	18 %	393	18 %	
Gender reassignment		0	0 %	0	0 %	1	1 %	14	1 %	
Marriage and civil partnership		0	0 %	0	0 %	0	0 %	4	0 %	
Pregnancy and maternity		0	0 %	0	0 %	0	0 %	0	0 %	
Race		23	45 %	25	49 %	22	46 %	1,144	52 %	
Religion or belief		1	2 %	2	4 %	0	0 %	54	2 %	
Sex		10	20 %	11	22 %	9	20 %	316	14 %	
Sexual orientation		0	0 %	0	0 %	1	3 %	85	4 %	
Other		4	8 %	2	4 %	4	9 %	162	7 %	
Individual behaviours		Total	210	11 %	154	8 %	199	14 %	9,209	13 %
		Unprofessional attitude and disrespect	65	31 %	53	34 %	64	32 %	2,638	29 %
	Lack of fairness and impartiality	20	10 %	10	6 %	25	13 %	1,218	13 %	
	Overbearing or harassing behaviours	48	23 %	25	16 %	31	15 %	1,622	18 %	
	Impolite language / tone	48	23 %	43	28 %	37	18 %	2,421	26 %	
	Impolite and intolerant actions	29	14 %	23	15 %	42	21 %	1,310	14 %	

This section presents the five most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.4: Allegations logged – What has been complained about (category) and the situational context of complaints (factors)

Allegation category												
Factors	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Arrest	33	124	4	0	0	3	0	6	0	2	0	172
Call Handling	45	0	0	0	0	0	0	10	0	0	0	55
Child protection / CSA / CSE	51	3	0	1	0	0	0	1	0	0	0	56
Coronavirus – other	0	0	0	0	0	0	0	1	0	0	0	1
Coronavirus – police powers on infectiou	1	0	0	0	0	0	0	0	0	0	0	1
Custody	34	59	4	0	0	3	0	8	0	0	2	110
Death	12	0	0	0	0	1	0	2	0	0	0	15
Domestic / gender abuse	67	17	1	2	0	5	1	5	0	2	1	101
Drugs / alcohol	6	4	3	5	0	2	0	3	0	0	0	23
Firearms	9	6	3	0	0	0	0	1	0	0	0	19
Fraud	4	0	0	0	0	1	0	1	0	0	0	6
Hate Crime	7	0	0	0	0	2	0	1	0	0	0	10
Investigation	415	41	21	3	0	11	3	36	0	0	1	531
Mental health	10	7	0	2	0	1	0	4	0	0	0	24
Missing persons	0	4	1	0	0	0	0	0	0	0	0	5
Neighbourhood policing	57	4	0	1	0	3	0	9	0	0	0	74
None	445	89	54	20	3	16	3	104	1	6	7	748
Police dogs or horses	0	0	0	0	1	0	0	0	0	0	1	2
Premises search	8	29	24	0	0	0	0	6	0	0	0	67
Public order incident	0	1	0	0	0	0	0	0	0	1	0	2
Restraint equipment	1	5	0	0	0	0	0	0	0	0	1	7
Roads/traffic	56	12	7	2	31	9	0	22	0	0	2	141
Serious injury	1	2	0	0	0	0	0	0	0	0	1	4
Social media	4	0	0	2	0	0	0	0	0	0	0	6
Stop and/or search	0	10	1	0	0	1	0	2	1	0	0	15
Taser	4	9	0	0	0	0	0	0	0	0	0	13
VAWG - dissatisfaction handling	49	7	1	1	0	3	0	4	0	0	0	65
VAWG - police perpetrated	0	1	0	0	0	0	0	0	1	4	0	6

This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

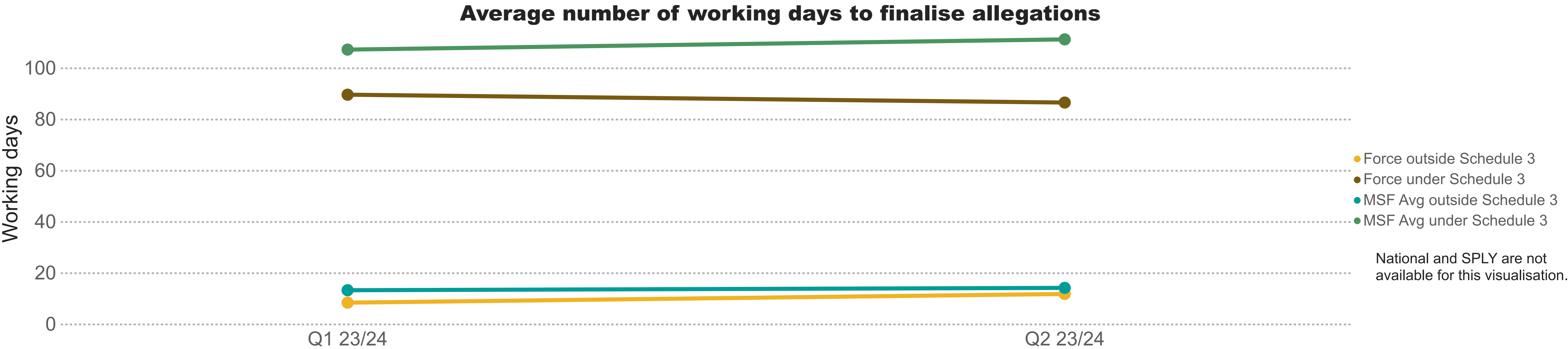
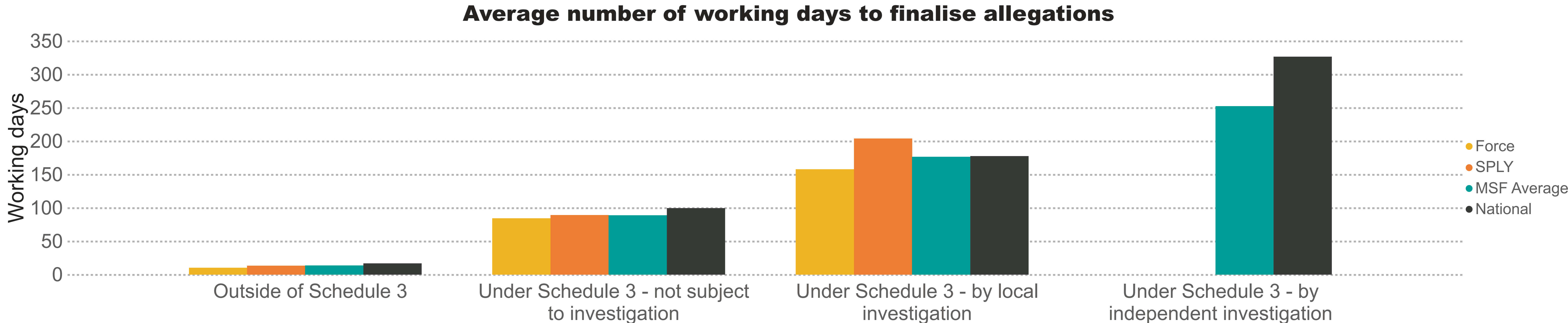
Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	10	13	14	17
Under Schedule 3 - not subject to investigation	84	89	89	100
Under Schedule 3 - by local investigation	158	204	177	178
Under Schedule 3 - by directed investigation	0	0	0	0
Under Schedule 3 - by independent investigation	0	0	253	326

This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force.

Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

Allegations with 'invalid dates' have been removed from the data shown. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.



Section A3.1: How allegations were handled and their decisions

This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised. The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3. Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	29	1 %	526	22 %	7,625	12 %
Under Schedule 3 investigated (subject to special procedures)	27	1 %	24	1 %	898	1 %
Under Schedule 3 - not investigated	1,130	57 %	501	35 %	28,871	44 %
Outside of Schedule 3	786	40 %	689	42 %	28,777	43 %
Total	1,972	100 %	1738	100 %	66,171	100 %

How allegations were handled	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
No further action					5 %	59	9 %	2,471			1 %	10	7 %	2	4 %	318
Regulation 41 applies					1 %	9	0 %	75			0 %	2			1 %	69
Service provided - unable to determine					9 %	101	8 %	2,222			2 %	19	17 %	5	8 %	639
Service provided - not acceptable					14 %	154	13 %	3,830			4 %	39	24 %	7	12 %	887
Service provided - acceptable					70 %	789	67 %	19,316	11 %	3	28 %	251	52 %	15	72 %	5,491
Not Resolved	7 %	56	7 %	2,041												
Resolved	93 %	730	93 %	26,736												
No Case to Answer									63 %	17	38 %	345				
Case to Answer									26 %	7	24 %	220				
Withdrawal					2 %	18	3 %	956			1 %	12			3 %	221
Total	40 %	786	43 %	28,777	57 %	1130	44 %	28,870	1 %	27	1 %	898	1 %	29	12 %	7,625

Section A3.2: Allegation decisions by what was complained about (category)

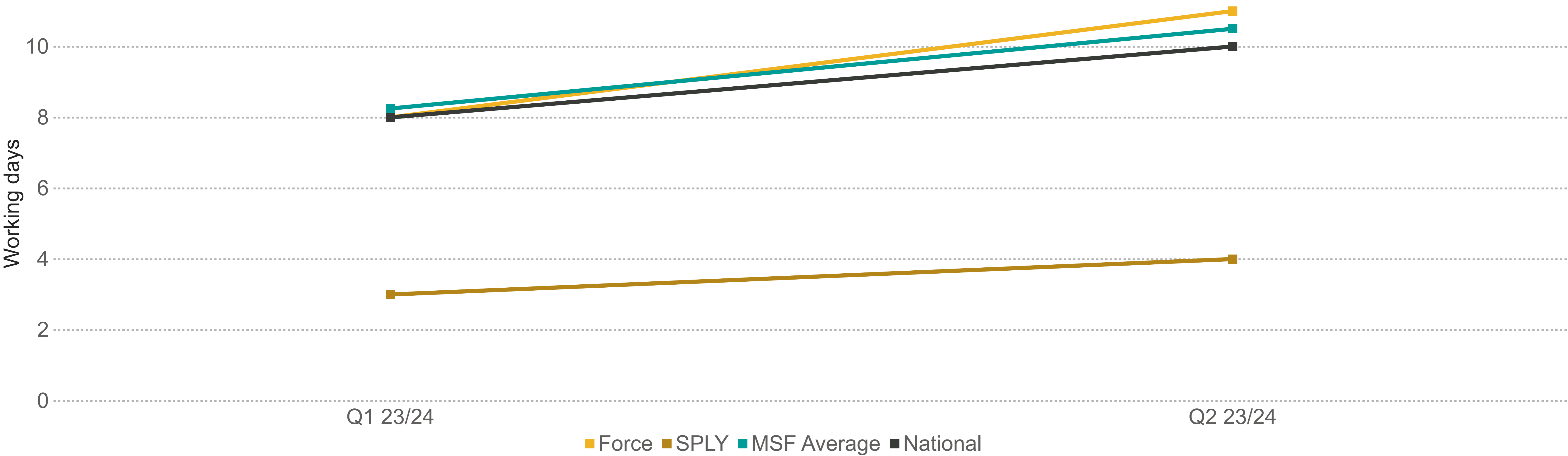
This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Allegation category												
Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
No further action	47	5	0	3	0	0	0	2	1	0	3	61
Regulation 41 applies	1	3	0	0	0	0	0	5	0	0	0	9
Service provided - unable to determine	61	9	8	1	5	0	1	19	0	0	2	106
Service provided - not acceptable	105	19	12	5	1	4	0	10	0	0	5	161
Service provided - acceptable	433	211	27	16	2	26	2	83	1	0	6	807
Not Resolved	35	8	1	1	1	2	0	7	0	0	1	56
Resolved	456	90	46	14	21	13	1	80	0	2	7	730
No Case to Answer	1	4	0	1	0	1	0	5	0	5	0	17
Case to Answer	0	1	0	0	0	0	0	6	0	0	0	7
Withdrawal	11	5	0	0	0	1	0	1	0	0	0	18

Section B: Referrals

	Force	SPLY	MSF Average	National
Number referrals received	70	39	52	3,576
Number referrals completed	71	38	52	3,462
Decision: Independent Investigation	1	2	2	216
Decision: Directed Investigation	0	0	0	16
Decision: Local Investigation	51	23	35	2,258
Decision: Return to Force	18	11	13	918
Decision: Invalid	1	2	2	54

Average number of working days to complete referrals by quarter



The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation. Referrals may have been completed in a different period to when they were received.

Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

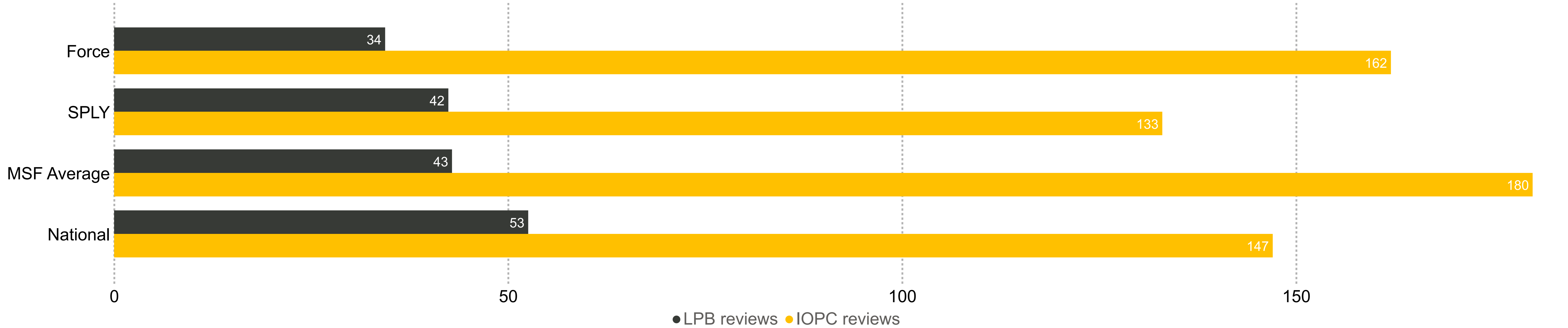
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Section C1: Reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	353	67	19 %	0	63	2	2
SPLY	294	73	25 %	0	65	3	5
MSF Average	419	76	19 %	31	36	6	4
National	14,369	3,056	21 %	227	1,862	395	572

Section C2: Reviews timeliness

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	34	42	43	53
Average number of working days to complete IOPC reviews	162	133	180	147



Where a complaint has been recorded under Schedule 3 to the *Police Reform Act 2002*, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC.

Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC’s Statutory Guidance on the police complaints system \(February 2020\)](#).

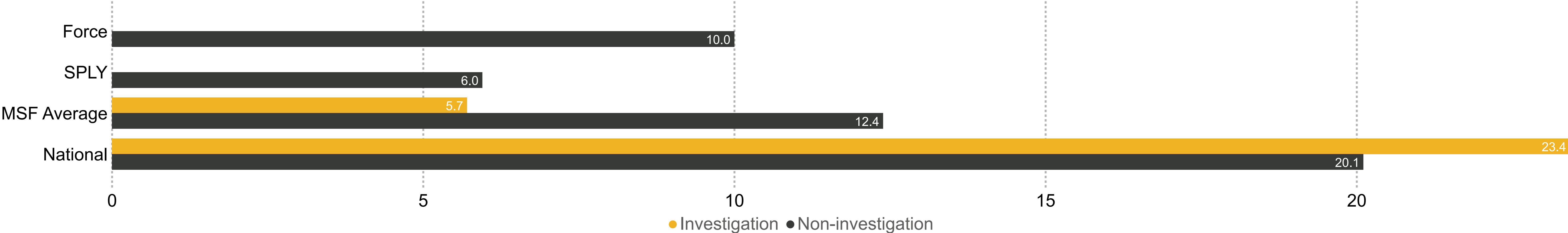
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

Section C3: Decisions on LPB reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only

LPB reviews found not reasonable and proportionate

Force	Investigation			Non-investigation		
	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate
Force	0		0	70	7	10
SPLY	0		0	84	5	6
MSF Average			6			12
National	175	41	23	1,855	373	20



LPB reviews resulting in recommendations

Force	Investigation			Non-investigation		
	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations
Force			0	7	4	57
SPLY			0	5	5	100
MSF Average			25			62
National	41	41	100	373	332	89

Section C4: Decisions on IOPC reviews

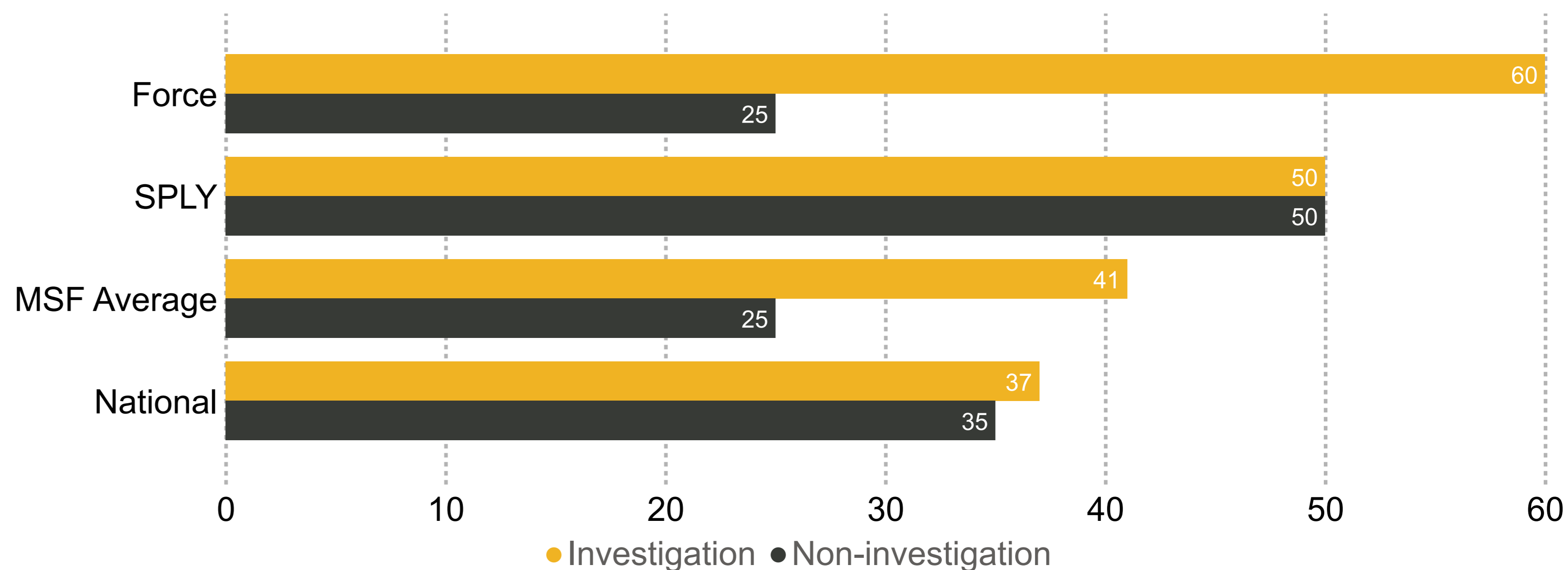
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

IOPC reviews found not reasonable and proportionate

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	5	3
SPLY	2	1
MSF Average	7	3
National	396	145

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	4	1
SPLY	4	2
MSF Average	5	2
National	652	229

% IOPC reviews found outcome not reasonable and proportionate



IOPC review recommendations and directions

Due to the low number of recommendations and directions, most similar force calculations are not available here.

Investigation	Outcome found not reasonable and proportionate	Recommendations made	Directions made	% resulting in direction
Force	3	2	1	33
SPLY	1	0	0	0
National	145	14	93	64

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	1	1	100
SPLY	2	2	100
National	229	145	64

IOPC recommendations figures include only those relating to subject outcomes, LPBs can also recommend remedial outcomes.

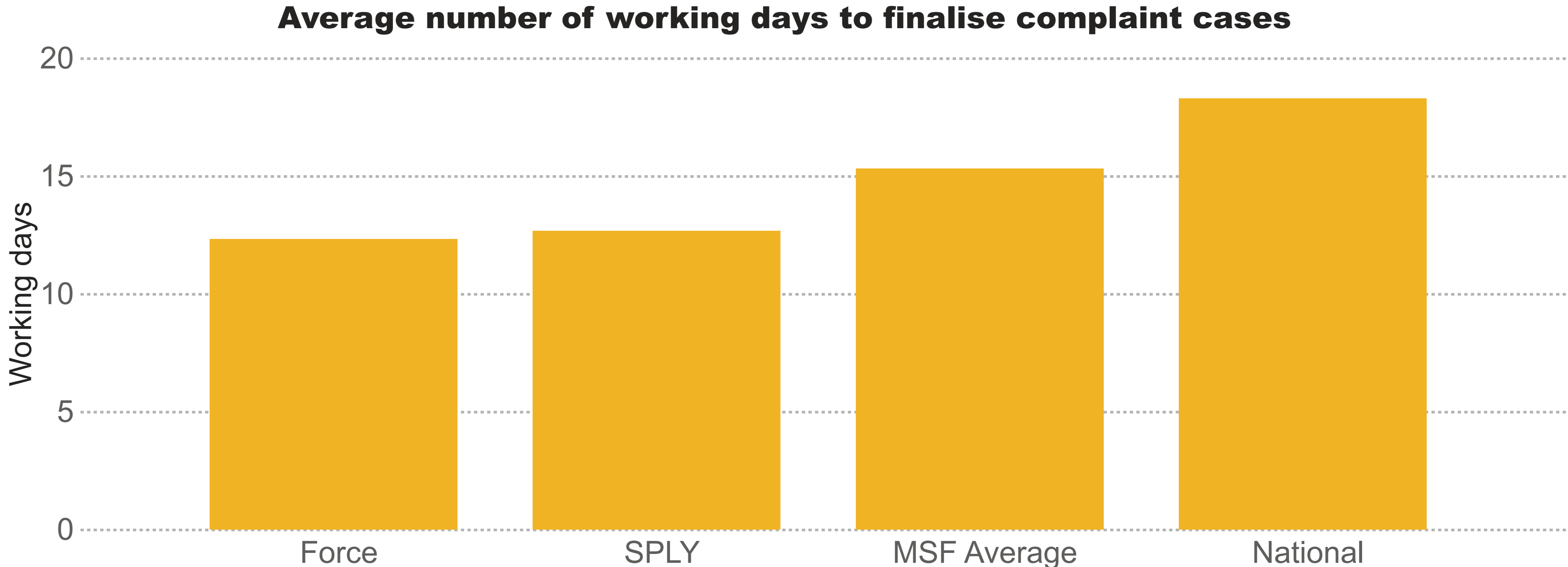
Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

Average number of working days to finalise complaint cases

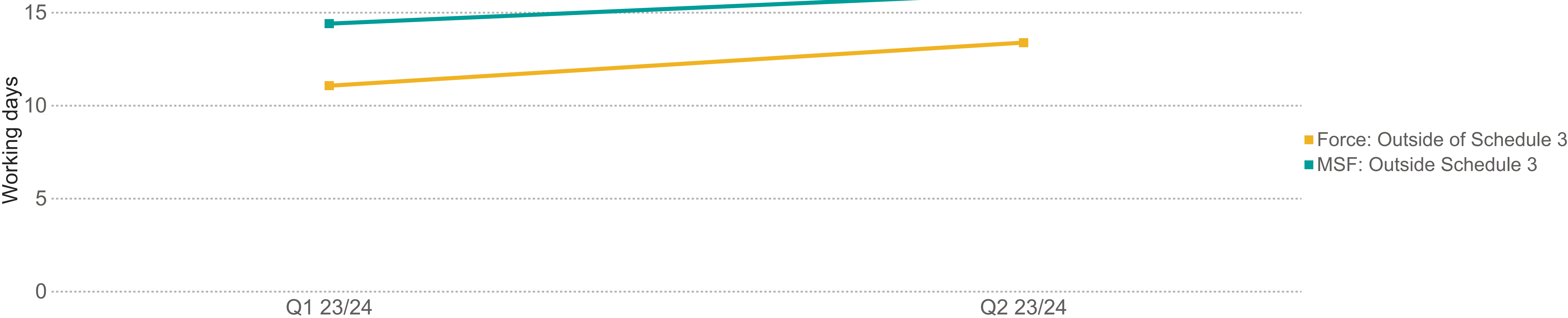
Force	SPLY	MSF Average	National
12	13	15	18

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally. Timeliness is calculated from the date the complaint was made.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.



Average number of working days to finalise complaint cases by quarter



National and SPLY are not available for this visualisation.

Section D1.2: Complaint cases finalised under Schedule 3 - timeliness

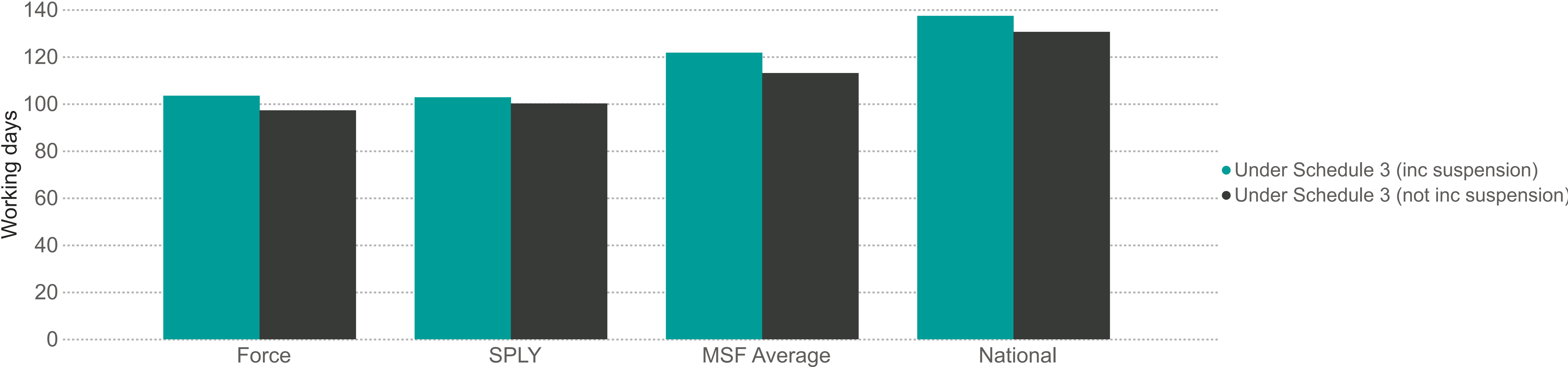
Average number of working days to finalise complaint cases

	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	104	103	122	137
Under Schedule 3 (not inc suspension)	97	100	113	131

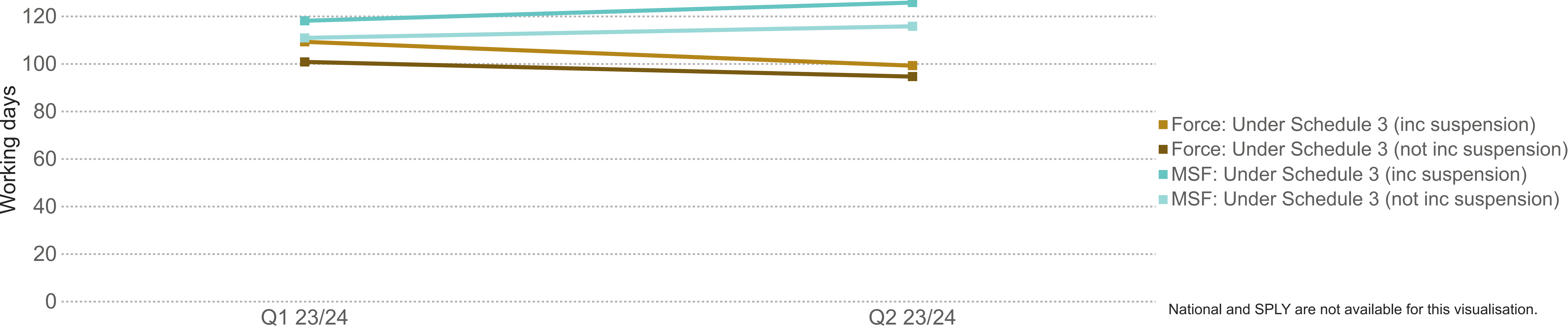
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.

Average number of working days to finalise complaint cases



Average number of working days to finalise complaint cases by quarter



Section D2.1: Allegation actions - on complaint cases handled outside of Schedule 3

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	0	0 %	0	0 %	5	1 %	78	0 %
Learning from reflection	0	0 %	5	1 %	22	5 %	633	3 %
Policy review	0	0 %	0	0 %	1	0 %	16	0 %
Goodwill gesture	0	0 %	1	0 %	1	0 %	67	0 %
Apology	7	1 %	12	1 %	82	11 %	2342	10 %
Debrief	5	1 %	13	2 %	6	1 %	224	1 %
Explanation	662	90 %	305	36 %	425	65 %	14286	59 %
No further action	59	8 %	466	54 %	72	13 %	3688	15 %
Other action	3	0 %	53	6 %	37	5 %	2269	9 %

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available.

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

Section D2.2: Allegation actions - on complaint cases handled under Schedule 3

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	3	1 %	3	1 %	10	2 %	340	2 %
Apology	40	11 %	17	6 %	36	9 %	842	6 %
Debrief	0	0 %	1	0 %	0	0 %	193	1 %
Explanation	297	84 %	69	23 %	267	67 %	8145	57 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	1	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	0 %	0	0 %	10	0 %
No further action	36	10 %	198	67 %	104	23 %	4348	30 %
Other action	1	0 %	8	3 %	3	0 %	347	2 %
Learning from reflection	19	5 %	7	2 %	36	10 %	1562	11 %
Referral to RPRP	19	5 %	14	5 %	15	3 %	422	3 %

Misconduct, UPP and RPRP on complaints investigated under Schedule 3 (subject to Special Procedures)

Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Misconduct proceedings	2	29 %	2	50 %	1	13 %	68	28 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	1	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	25 %	0	0 %	3	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	0 %	10	4 %
Referral to RPRP	4	57 %	1	25 %	2	51 %	64	27 %

Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Surrey, Thames Valley

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).